



In this Issue:

- Gaps in Care Contest – Winners Announced!
- Valley Health System Earns “A”s
- Beneficiary Notices
- Practice Meetings
- Quality Measures Spotlight
- UMC
- Telehealth update
- Security
- Reminders

#VegasStrong



Visit our Website

www.silverstateaco.com

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

[SilverStateACO@](mailto:SilverStateACO@SilverStateACO.com)

[SilverStateACO.com](mailto:SilverStateACO@SilverStateACO.com)

AND THE WINNER IS...

Silver State ACO (SSACO) prides itself on the outstanding quality scores it has achieved over the years. Our practices provide excellent care to their patients. High quality scores contribute to the probability that Silver State ACO will succeed and earn Shared Savings. One of the benefits of participating in SSACO is access to our quality coordinators (“QC”), who help educate practices on what is required. Over the course of the year, the QCs also review each practice’s patient charts, noting if anything is missing or is not documented as required by the Centers for Medicare and Medicaid Services (CMS).

As an added incentive for practices to research missing data and/or reach out to their patients in order to comply with CMS requirements, over the last several years Silver State ACO has run a “Close the Gaps” contest. The rules require that documentation be scanned into patient charts before a deadline (which, this year, was November 18th). There are seven categories, with two winners in each category – one for the *most* gaps closed and one for the *highest percentage* of gaps closed.

The contest has proven successful in helping close gaps across all categories, thereby increasing quality scores. This year’s results are outstanding! The number of gaps closed, by category were:

Breast Cancer Screening

- 258 gaps closed (up from 96 in 2021)

Colorectal Cancer Screening

- 932 gaps closed (up from 165 in 2021)

Tobacco Use & Cessation

- 108 gaps closed (up from 38 in 2021)



Next Practice Meetings:
Southern Nevada
February 1, 2023

Northern Nevada:
February 2, 2023

Visit our Website
www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.

Influenza Immunizations

- 426 gaps closed (up from 114 in 2021)

Fall Risk Screenings

- 2016 gaps closed (up from 748 in 2021)

Controlling High Blood Pressure

- 688 gaps closed (up from 223 in 2021)

Depression Screening

- 1972 gaps closed (not scored in 2021)

The WINNERS of the 2022 GAP CLOSURE CONTEST are (drum roll, please):

Breast Cancer Screening

- By percentage: Andrea K Weed DO Professional Corporation
- By total gaps closed: Carson Tahoe Physician Clinics

Colorectal Cancer Screening

- By percentage: Vista Family Medicine, LLC
- By total gaps closed: Carson Tahoe Physician Clinics

Tobacco Use & Cessation

- By percentage: TIED with the same score:
 - Carson Medical Group, Professional Corporation
 - Ferdowsian Global Services PLLC
 - Ricardo Gonzalez MD Family Practice
 - Thomas T. Chen, MD Ltd
 - Mario Pineiro MD PC
- By total gaps closed: Carson Tahoe Physician Clinics

Influenza Immunizations

- By percentage: Thomas T. Chen, MD, Ltd
- By total gaps closed: Northern Nevada Medical Group, LLC

Fall Risk Screenings

- By percentage: B Bottenberg DO Professional Corp
- By total gaps closed: Carson Medical Group

Controlling High Blood Pressure

- By percentage: Vista Family Medicine LLC
- By total gaps closed: Northern Nevada Medical Group, LLC

Depression Screening

- By percentage: B Bottenberg DO Professional Corp
- By total gaps closed: Carson Tahoe Physician Clinics



Next Practice Meetings:

Southern Nevada:
February 1, 2023

Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com

Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.

CONGRATULATIONS to the WINNERS!

And **BRAVO** to all the practices. You did an AMAZING job closing gaps. A special “woohoo” to the practices who won in multiple categories: Carson Tahoe Physician Clinics (4 categories); B Bottenberg (2); Carson Medical Group (2); Northern Nevada Medical Group (2); Thomas Chen (2) Vista Family Medicine (2).

A practice’s persistence in closing care gaps benefits its patients and helps move Silver State ACO one step closer to being successful and achieving Shared Savings.

PROUD TO BE ASSOCIATED WITH THE VALLEY HEALTH SYSTEM

The Valley Health System (VHS), a subsidiary of Universal Health, is Silver State ACO’s Preferred Provider for inpatient services. VHS has the unique distinction of having earned an “A”, by Leapfrog Group’s Hospital Safety Grade, at *four* of its Southern Nevada hospitals for Fall, 2022. Leapfrog is an independent organization whose mission is to



promote high value care and informed care decisions. It rates services and outcomes across the United States. For over 20 years, The Leapfrog Group has collected, analyzed, and published data on safety and quality in order to push the health care industry forward. It has helped trigger giant leaps forward in the safety, quality, and affordability of U.S. health care.

The Valley Health System is particularly proud of this accomplishment as only 30% of all hospitals reviewed by Leapfrog received an A. That is even more impressive when one notes that many facilities did not score high grades – 28% were graded B; 36% received a C; and 7% received a D or F.

The four Valley Health System facilities - Desert Springs, Henderson, Summerlin, and Valley Hospitals- are the only ones in Southern Nevada to have achieved a rating of A.



The Valley Health System
Centennial Hills Hospital • Desert Springs Hospital • Henderson Hospital (2014)
Spring Valley Hospital • Summerlin Hospital • Valley Hospital

- EXCELLENT**
- GOOD**
- AVERAGE**

Silver State ACO is proud of our association with the Valley Health System and would like to remind all our practices and practitioners to refer patients to providers who are part of our Preferred Provider network, whenever possible.

BENEFICIARY INFORMATION NOTICE; BENEFICIARY NOTICE POSTERS

When a group joins an ACO, CMS requires that they post a notification in the clinic, where patients can see it. There is nothing required of the patients. It is simply a notification making patients aware that their doctor's practice is part of an ACO and what that means for their care. In addition to the poster, the practice must hand every patient a printed notice at their first visit of the year.

CMS has very strict guidelines and verbiage for these notifications and does not allow practices to make any changes except to add the practice name and/or logo.

Over the years, as the Medicare Shared Savings Program has developed, CMS has made changes to these notifications, often in an attempt to educate patients more comprehensively about what an ACO is. CMS has announced that it has changed the verbiage for 2023. CMS has notified us that practices are NOT allowed to use older versions of either of these documents.



SSACO quality coordinators will be delivering digital versions of the documents. Practices are responsible to print and post the new versions as soon as possible.

PRACTICE MEETINGS

Silver State ACO hosts quarterly practice meetings in both Southern and Northern Nevada. Each meeting's agenda is slightly different, but they all serve the same purpose – to educate, inform and engage.

Silver State ACO, as a whole, can only be successful with the help of each of the practices of which it is comprised. At practice meetings, staff has the opportunity to meet staff from other practices, as well as some of the preferred providers, and learn about available resources. The meetings are an opportunity to review changes required by CMS, even if SSACO quality coordinators have already informed the practice about them. Sometimes, one of our practices has implemented a new system which has improved workflow or resulted in excellent outcomes. The practice may make a presentation to share the idea so that others can benefit from it.

Please join us. You might even win a prize. For entry into an additional prize drawing, respond to this newsletter email with "Happy Holidays from – and to – Silver State ACO" in the subject line.

Next Practice Meetings:

*Southern Nevada:
February 1, 2023
Northern Nevada:
February 2, 2023*

Visit our Website

www.silverstateaco.com
*Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.*

Contact Us:

(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.

Next Practice Meetings:

Southern Nevada:
February 1,, 2023
Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.



Dineen Cassidy, Silver
State ACO Quality
Coordinator, making a
presentation at the
Northern Nevada
Practice meeting on
November 3rd

Practice Meeting Schedule for 2023:

Please note your calendar and watch for emails re: changes to schedule or venue

SOUTHERN NEVADA

Meetings are scheduled to be held at 11:30 a.m.

Wednesday, February 1, 2023 – at Desert Springs Hospital

Wednesday, May 3, 2023 – Summerlin Hospital

Wednesday, August 2, 2023 – Desert Springs Hospital

Wednesday, November 1, 2023 – Summerlin Hospital

NORTHERN NEVADA

Meetings are scheduled for 5 pm “meet and greet”. Program begins at 5:30 pm.

Thursday, February 2, 2023 – Junior League of Reno Office

(190 W. Huffaker Lane, #407, Reno, NV 89511)

Thursday, May 4, 2023

Thursday, August 3, 2023

Thursday, November 2, 2023

NNMC Sparks Medical
Building – Suite 201

PREVENTATIVE CARE: Colorectal Cancer Screening

The Centers for Medicare and Medicaid Services (CMS) requires the ACO to report several Quality Measures on behalf of our Participant Practices. This month we are focusing on the “Colorectal Cancer Screening” measure.

CMS requires patients age 50-75 to have an appropriate screening for colorectal cancer. Patients with a diagnosis or



SPOTLIGHT

Next Practice Meetings:

Southern Nevada:
February 1, 2023
Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.

documented history of colorectal cancer or a total colectomy will be excluded from this measure.

Appropriate screenings are:

- Fecal Occult Blood Test (FOBT) during the measurement period
- Flexible Sigmoidoscopy or CT Colonography during the measurement period or the four years prior
- Colonoscopy during the measurement period or nine years prior
- Fecal Immunochemical DNA Test (FIT-DNA) during the measurement period or two years prior

This measure may be documented during a telehealth encounter.

Regardless of whether the documentation is made during an in office visit or a telehealth encounter the documentation in the medical record must include the following:

1. Type of test
2. Date test was performed (Year is **required**)
3. Results or findings. “Normal” and “Abnormal” are acceptable results



Below are some examples of documentation that Medicare will accept. As you will see these include all of the elements listed above:

- Colonoscopy 2018 Abnormal
- FOBT 2022 Normal

Below are examples of documentation Medicare will not accept because they do not contain all 3 of the required elements:

- Normal Cologuard (**Missing year completed**)
- Colonoscopy 2019 (**Missing result/finding**)

Please reach out to your Quality Coordinator if you have any questions or need help meeting this measure.



University Medical Center Proud of its Participation in Silver State ACO

Next Practice Meetings:

Southern Nevada:
February 1, 2023
Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com

Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.



From left: Lawrence Preston (CEO, Silver State ACO) ; Mason Van Houweling, (CEO, UMC); John O'Reilly (Chairman of the Board, UMC); Harry Haggarty (Board Member, UMC) at a recent UMC Board meeting, holding a check representing UMC's portion of Shared Savings for 2021. (Apologies – the check should have been payable to UMC, not Silver State ACO Physicians. In any case, we don't think they would have been able to deposit this one!)

University Medical Center joined Silver State ACO in 2018 and has earned substantial Shared Savings in each year that it has participated. Congratulations on another great year!

TELEHEALTH SERVICES Under the PHYSICIAN FEE SCHEDULE

We'd like to bring your attention to some points in the 2023 Physician Fee Schedule (PFS) which was released in November. In particular, we'd like to highlight that certain additions to the Medicare telehealth services list during the COVID-19 Public Health Emergency (PHE) will remain on the list through December 31, 2023. Changes to telehealth rules were mostly in connection with requirements for purposes of diagnosis, evaluation or treatment of mental health disorders.

Many of our practices have had excellent results with telehealth. We recommend that you review current rules at this site: [CMS Telehealth webpage](#)

TIS THE SEASON....

As we become immersed in the holiday season, and look forward to the new year, please be sure not to lose sight of the great trust that our patients put in us. They trust us with their health, but also with their healthcare information. We must protect it for both legal and moral reasons.

Next Practice Meetings:

Southern Nevada:
February 1, 2023
Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:

(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Grace, Jacquie,
Jessica A., Jessica S., Jessica
W., Larry, Linda, Martha,
Rena, Rhonda, Savannah,
Sharon



Remember the true meaning
of the holidays.

Small mistakes can have big implications. (Typing a 2 instead of a 3. Small mistake. If it's in a phone number, the number is worthless. If it's in a set of instructions – 2x/daily versus 3x/daily – it can be dangerous.) A really BIG mistake would be to click on an unknown email which introduces a virus into the system. Or, sending PHI in an unencrypted email.

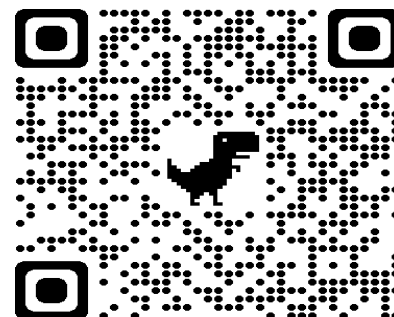


Please reinforce the message and remind your staff to be cautious about unexpected emails and to always encrypt emails containing protected health information (PHI) or personally identifiable information (PII). Have all staff members change their passwords on a regular basis.

REMINDERS

Discharge information available from UHS

Providers are now able to see complete and accurate clinical data for any their patients discharged from a Valley Health System facility, using an app available by smartphone or tablet. The app integrates directly into the hospital's Cerner Millennium EMR system and includes patient events, lab results, imaging studies, and discharge summary, giving the provider a much more complete picture of the inpatient event. Additional information can be found at UHSEMRaccess.com. The app can be downloaded by scanning the code above.



For assistance in downloading or setting up the app, please email anna.langson@uhsinc.com or reach out to Rena Kantor, SSACO Director of Operations at rena@silverstateaco.com.

Experian

Above, we discussed the availability of clinical data on your patients discharged from a Valley Health System facility. But why/how would you know to look for it? And, what about your patients who are discharged from other facilities? Doing a post-acute follow up visit has been proven to be extremely beneficial to the patient, resulting in better outcomes and a dramatically decreased likelihood of readmission.

As a Silver State ACO Participant, practices have access to the Experian notification system. Silver State ACO contracts with Experian

Next Practice Meetings:

Southern Nevada:
February 1, 2023
Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Jacquie, Jessica A.,
Jessica S., Jessica W., Larry,
Linda, Martha, Rena,
Rhonda, Savannah, Sharon



Next Practice Meetings:

Southern Nevada:

to send an email to a practice when its' patient is discharged from *any* acute facility with which Experian contracts. In Southern Nevada, Experian contracted facilities include Centennial Hills, Desert Springs, Henderson, Spring Valley, Summerlin and Valley Hospitals, University Medical Center, and MountainView, Southern Hills and Sunrise Hospitals, as well as Desert View Hospital in Pahrump. In Northern Nevada, Experian contracts with Northern Nevada Medical Center and Northern Nevada Sierra Medical Center, as well as Carson Tahoe Medical Center.

Remember, if you reach out to the patient within two business days of discharge and see the patient within 7 or 14 days (depending on complexity), you can bill CMS for a Transitional Care Management (TCM) visit, which pays substantially more than a regular visit (which takes the same amount of time.)



Please be sure that someone at your practice is paying close attention to the notifications being sent by Experian. At any time, if the practice would like to add users or have a password reset, please reach out to Rena Kantor (rena@silverstateaco.com or 702-751-0945). Also, be sure to notify us if a staff member with login rights leaves the practice. We will have access turned off immediately.

DispatchHealth

Now during the holiday season, more than ever, please remind your staff about Discharge Health. Perhaps a patient calls asking for an appointment and your office cannot accommodate him/her. Maybe you've already left the office. Or, it's the beginning of a holiday



weekend. Instead of suggesting that the patient go to the Emergency Room, recommend that the patient call Dispatch Health. They are equipped to do much of what an ER would do. But, they do it in the comfort of the patient's home which, itself, could be beneficial. Moreover, DispatchHealth will send clinical notes back to you after the visit.

Needless to say, it will also reduce overall cost to CMS and, consequently, to Silver State ACO.

As preferred providers for Silver State ACO, there is even a dedicated phone number for your patients, [725-246-1973](tel:725-246-1973), decreasing wait time. There is an infographic with more detail, as well as cards with the phone number, attached to this email.

February 1, 2023
Northern Nevada:
February 2, 2023

Visit our Website

www.silverstateaco.com

Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,
Dineen, Jacquie, Jessica A.,
Jessica S., Jessica W., Larry,
Linda, Martha, Rena,
Rhonda, Savannah, Sharon



Remember the true meaning
of the holidays.

SILVER STATE ACO Compliance Line:

702-751-0834

Available for secure reporting of any suspected compliance issues,
without fear of retribution.

*Warmest wishes for a safe, meaningful and
wonderful holiday season.*

To cancel receiving the monthly Silver State ACO Newsletter please click **Unsubscribe** and type
"Unsubscribe" in the subject box.

Additional Pictures from Southern Nevada Quarterly Practice Meeting



Amanda Almache, Quality Coordinator
Silver State ACO



Pictured above Ava Jacobs with
JATEKO Family Practice

Pictured below Ava Jacobs, Business Administrator
and Dr. Jeaniene Talley of JATEKO Family Practice





Pictured above: Jessica Shepard, Director of Quality Silver State ACO



Raffle Winner: Rosemary Lopez, Sunset Clinics And Sharon Watson, Executive Assistant Silver State



Newsletter Winner: Sonia Martinez, Nevada Health Centers

Northern Nevada Quarterly Practice Meeting



Crystal Smith, Tumbleweed Medical Group with Savannah Rittenhouse, Quality Coordinator, Silver State ACO



Pictured right: Dr. Alexander Ayzengart Nevada Surgical Associates



Larry Preston, CEO
Silver State ACO



Jessica Wright, Quality Coordinator
Silver State ACO

Pictures from the Southern Nevada Las Vegas Joint Association Holiday Mixer



Pictured above: Larry Preston, CEO
Silver State ACO



Pictured below:

- Left: Linn Billingsley, Division Vice President – Kindred Healthcare
- Right: Karla Perez, Regional Vice President – Universal Health Services





Larry Preston with
Scott & Martha Yardlay of Henry Schein



Larry Preston with Troy Johns with
Wybtrak Inc. and Christine Carafelli with
P3 Medical Group



Pictures from the Northern Nevada Reno Joint Association Holiday Mixer



Pictured Left to Right: Savannah Rittenhouse and Larry Preston with Silver State ACO, Crystal Brownson, NV ENT & Hearing Assoc., Mary Lawrence, President of NVHIMA and Randy Blue, CarePayment



Pictured to the left:
Randy Blue with CarePayment, Peggi Ann Amstutz with Holliday & Associates, Victoria Morgan with Tahoe Forest Hospital District, Crystal Brownson with NV ENT & Hearing Assoc., and Elizabeth Sinfellow with Great Basin Orthopaedic



*Happy
Holidays*